

Updated July 15, 2020

Dear Valued Patient,

The COVID-19 pandemic has changed a lot of things about our day-to-day lives, including dental appointments. Your health and safety are as important to us as they are to you. Every concern you've had, we've had too. As your dentists, we have reviewed all of the expert guidance and research to make sure we're taking every measure to keep patients and staff safe. For updates in our processes and our enhanced safety measures please visit [Go.uth.edu/utsd-safety](http://Go.uth.edu/utsd-safety).

We are delighted to share that we will be moving into the next phase of reopening and will be contacting you to schedule your next appointment.

Here is what you can expect when coming to UTHealth School of Dentistry at Houston.

**Before your appointment:**

- We are spacing out appointments and treatment areas.
- To make sure patients are healthy, our team may call you to ask some health-related screening questions before your scheduled visit.
- As a safety precaution to patients, families and employees, we are currently unable to allow visitors or companions. There are two exceptions to this rule: (1) If the appointment is for a minor, the legal guardian or proxy must also be present, and (2) for adult patients who requires assistance, one adult may accompany the patient.
- You will be required to wear a mask or face covering to your appointment, practice social distancing, and follow all posted signage while in the building.
- In addition to our usual disinfection procedures, we are taking extra steps to prepare the treatment area for your appointment.

**Upon arrival to your appointment:**

- To limit the number of patients in the waiting room, you may be asked to wait in your car until your doctor is ready for you. Patients enrolled to receive text notifications will receive a text message one hour prior to their appointment asking to virtually “check-in.” Once you arrive, while parked in your car, please respond to the text to initiate the check-in process; this will notify the clinic of your arrival. You will then receive a text message

acknowledging your arrival. Once the clinic is ready for you, you will receive another message permitting entry into the building. If you are not enrolled to receive text notifications, please contact your clinic to notify them of your arrival.

- Upon entry into the building, you will be asked to use hand sanitizer. Your temperature will be taken (must be < 100.1°F), and you will be asked to complete the screening questions from the [UTSD Screening Questionnaire](#). Once cleared, you will be directed to complete the check-in process, after which you will be escorted to your clinic.
- High-touch items like magazines, pamphlets, or toys will be removed from the waiting room.
- The dental team will be wearing more protective equipment than before.

### **After your appointment**

- Make sure to schedule your next appointment on your way out. Your oral health is essential to your overall health, so one of the many ways you can stay healthy during these times is to keep up with regular dental care.
- If you start to experience symptoms of COVID-19 within 14 days of your appointment, please call our office as soon as possible.

We want you to feel comfortable when you come in for your appointment. Please reach out to us and we'll be happy to answer any questions you have about our new safety measures.

We appreciate your patience and look forward to seeing you soon!

Sincerely,

UTHealth School of Dentistry